

EMERGENCY TELEPHONE SERVICE COMMITTEE

MEETING MINUTES

October 22, 1999

Meeting held at:
University Park Conference Center, Comfort Inn
Mt. Pleasant, Michigan

MEMBERS PRESENT	REPRESENTING
Mr. Don Adams	Michigan Association of Ambulance Services
Tpr. David DeVries	Michigan State Police Troopers Association
Sheriff Richard Germond	Michigan Sheriffs' Association
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Lt. Col. Stephen Madden	Department of State Police
Mr. Nathan McClure	National Emergency Number Association
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Robert Reynolds	Telecommunications Association of Michigan
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Marjorie Wilder, representing Ms. Marilyn Moore	Michigan Public Service Commission

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Awaiting appointment	Public Member, Senate Appointed

The Emergency Telephone Service Committee was reestablished through passage of P.A. 79 of 1999. New members to the committee include the Commercial Mobile Radio Service and the Michigan Association of Ambulance Services. This first meeting of the new committee was convened by Lt. Colonel Madden at 10:00 a.m.

ELECTION OF CHAIR AND VICE CHAIR

MOTION by Mr. Nathan McClure to elect Lt. Col. Steve Madden as ETSC chair. MOTION CARRIED.

MOTION by Mr. Charles Nystrom to elect Sheriff Richard Germond as ETSC vice chair. MOTION CARRIED.

SUBCOMMITTEE UPDATES

A. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

The Legislative Action Subcommittee was successful in its efforts to gain passage of House Bills 4658 and 4659 and Senate Bills 492 and 493. Governor Engler signed the four-bill package on June 28, 1999. Lt. Colonel Madden thanked all those who participated in this effort. Discussion regarding implementation of the 1999 wireless E9-1-1 legislation is detailed later in these minutes. The Legislative Action Subcommittee will be continued and may be asked to assist in developing the annual report to the Legislature on wireless 9-1-1 fees.

B. RESOURCE (CALL) MANAGEMENT SUBCOMMITTEE REPORT

This subcommittee has not met since the last ETSC Meeting. It was decided the subcommittee should remain active and Tpr. David DeVries will continue as its chair. Sheriff Germond volunteered to serve on the subcommittee, expressing his belief that this is a local issue and any decisions should be made at the local level. While the ETSC has no regulatory authority, it can provide models or suggested policies for counties and dispatch centers. It is hoped this subcommittee can work on philosophical issues from different departments, bringing them closer together. Other individuals interested in serving on the subcommittee are asked to contact Ms. Linda Cwiek.

C. EMERGING TECHNOLOGY SUBCOMMITTEE -- 9-1-1 CALL PROCESS TIMING REPORT

Mr. Harvey Becker summarized the 9-1-1 Call Process Timing Report. The subcommittee identified a group of sites for testing that are representative of all network designs and network configurations in the state. Call timing was measured from the time the last digit ("1") was dialed until the call was delivered to the PSAP DEMARC. Each PSAP manager was actively involved in the testing process. The fastest delivery time was recorded at 2.5 seconds and the longest was 7.4 seconds. While there may be some anomalies, subcommittee members are satisfied that these test results represent the norm statewide. Since the purpose of this testing was to review service supplier responsibilities, no review was made of PSAP equipment. It may be necessary for some PSAPs to upgrade their Enhanced 911 equipment to utilize the networks to their fullest extent.

Mr. Todd, Director of Ottawa County Central Dispatch, reported that these test results are not representative of his county as they routinely experience delivery times longer than 7.4 seconds. His Board has charged him with investigating this concern. Mr. Becker suggested the subcommittee visit Ottawa County to conduct additional testing.

Vendors are working to address call process timing through technology enhancements. Those areas of the state that are experiencing longer than normal processing times can look at the sites used in this test for model standards.

Chief Rogers asked to receive a copy of the protocols used in this testing so he can compare them with the current process in Niles. This information will be obtained from Mr. Dave Green, GTE, for distribution at the next ETSC Meeting.

ACTION

ISSUE – ETSC MISSION, BYLAWS, AND GOALS

The ETSC currently has no Mission Statement, and its bylaws and goals are in need of revision to reflect the committee's changing role. A draft copy of updated bylaws was provided to committee members for their review and approval. It was asked whether a committee member can delegate his or her vote to an alternate who has been selected to attend a committee meeting on his/her behalf. Only those members appointed under Section 713(1)(I) [public members appointed by the Governor, Senate, and House] are prohibited from delegating their vote. MOTION by Sheriff Germond to adopt the bylaws as updated. MOTION CARRIED.

A Policy Subcommittee will be established to draft a Mission Statement and update the committee's goals.

ISSUE – ETSC ANNUAL REPORT/WEB SITE

MSP administrative staff is working to create a web site for the ETSC. Committee members were provided with draft pages and asked to advise Ms. Linda Cwiek of any changes or additions they would like to see made before it is launched. This web site will contain information similar to that included in the ETSC Annual Report.

ISSUE – IMPLEMENTATION OF WIRELESS LEGISLATION

1. MSP UPDATE REPORT

Discussions are underway between the Departments of State Police and Treasury regarding the process for fee collection and distribution. Cellular companies have until late October 1999 to begin collecting fees. The companies collect fees for one quarter, then have 30 days to submit them to Treasury.

Under P.A. 78, the Michigan State Police has responsibility for preparing a prioritized list of projects it recommends be funded with the \$.03 portion. MSP will request input from the ETSC and its interested parties. The Legislature has final approval in expenditure of these funds.

Counties must carefully account for the expenditure of their wireless funds as detailed information will be required from them for inclusion in the annual report to the Legislature.

At the direction of the ETSC, letters of thanks will be sent to each Legislator who voted in support of the 1999 wireless E9-1-1 legislation. The letters will be signed by the ETSC Chair and Vice Chair on behalf of the entire committee.

2. MISUSE OF 9-1-1

With passage of P.A. 80 of 1999, effective October 27, 1999, a person convicted of knowingly misusing 9-1-1 is guilty of a misdemeanor for the first offense and a felony for second and subsequent offenses.

Some public safety personnel dial 9-1-1 from their cellular phones and ask to be transferred to other numbers to avoid phone charges. P.A. 80 prohibits this activity. Lt. Colonel Madden has instructed his work site commanders to advise their officers of this new law. Other law enforcement agencies are encouraged to do the same. Dispatchers should refuse to accept calls from individuals asking to be transferred to administrative numbers; repeated offenses by the same individual should be reported to the dispatch center director and the offending individual's employer.

Chief Rogers reported that Niles has a toll free number employees can dial. There is no cost for internal calls, other than normal cellular phone charges for minutes. Ms. Dawn Adams, Tuscola County 9-1-1 Director, advised that a cellular provider in their county has given them a special number for their use internally. The company provides her with a monthly usage report to ensure the service is being used appropriately.

Mr. Todd requested the committee address the overall use of 9-1-1. Ottawa County has chosen to encourage its citizens to use 9-1-1 for any police, fire, or ambulance response. The County has been advised by the Department of Consumer and Industry Services that they are in violation of the Act by using this "response" philosophy. This matter will be referred to the Policy Subcommittee.

Mr. Hufnagel questioned the policy of some HMOs that requires their members to call the HMO first to get permission before dialing 9-1-1 in an emergency. This issue may be more appropriately addressed by the Insurance Commission. It was suggested that the Michigan Association of Ambulance Services take a leadership role in this matter, with the ETSC serving in a support position.

3. SELECTION OF CMRS SUBCOMMITTEE MEMBERS

The CMRS Subcommittee is comprised of the following individuals:

- MSP representative to the ETSC; serves as chair (*Lt. Col. Steve Madden*)
- CMRS representative to the ETSC (*Mr. Scott Temple*)
- Michigan Association of Counties representative to the ETSC (*Mr. Don Jensen*)
- ETSC member who represents a public safety agency who is not associated with the service supplier industry (*to be appointed by the Committee*)
- CMRS representative who is not a member of the ETSC (*to be appointed by the ETSC Chair*)

CMRS representatives who are eligible and interested in serving on this subcommittee are asked to provide a letter of interest and resume to Ms. Linda Cwiek by Friday, December 17, 1999. Lt. Colonel Madden will make this appointment prior to the next ETSC meeting.

ETSC members who are eligible and interested in serving on this subcommittee are asked to contact Ms. Linda Cwiek. The committee will vote on this appointment at its next ETSC meeting.

4. TRAINING FUND/MINIMUM STANDARDS FOR DISPATCHERS

There are many unresolved issues regarding dispatcher training and certification. Mr. Todd advised that there is an initiative underway at the national level to set federal standards. Those states that have already adopted state training standards may be grandfathered in. Those states that have not may be required to adopt the federal standards. Currently, 26 states have standards, some voluntary and some mandatory. Lt. Colonel Madden has asked the Commission on Law Enforcement Standards (COLES) to obtain copies of standards from other states. It was agreed that a subcommittee will be established to address training standards and assist with implementation of the training fund. Lt. Colonel Madden will ask COLES to assist in this effort as COLES must certify classes before wireless training funds can be used.

Ms. Christina Russell advised that the importance of training was discussed at the last Michigan Communications Directors Association (MCDA) meeting. Training a new dispatcher is a lengthy process. Delta College provides excellent training, but it is not logistically available for some areas of the state. MCDA is also forming a committee on this and is asking for input from dispatch center directors.

5. FUTURE DIRECTION/ISSUES TO BE ADDRESSED

Mr. Struck reported that the remaining counties in the upper peninsula currently without 9-1-1 service are working to bring seamless 9-1-1 to the UP. Periodic reports will be provided to the ETSC and ETSC assistance may be requested.

The following issues were discussed:

1. *Do PSAPs have to formally request service from CMRS providers?*

Some wireless providers are contending that the original letter, sent by the ETSC on behalf of all Michigan PSAPs, is not sufficient. The CMRS industry is working to prepare a formal response, which will be forwarded to the ETSC. At this time, dispatch centers do not know which cellular companies are doing business in their areas. Mr. Temple advised that a complete listing of CMRS suppliers doing business in Michigan is being compiled and will be provided to the ETSC. Wireless E9-1-1 service can not be brought to the entire state at one time. It must be prioritized and phased in. The ETSC can assist in this effort. There is a 10-year old implementation plan in existence. This plan must be reviewed to determine if it is still valid. Copies will be forwarded to committee members.

Work may be needed at the PSAP level before wireless E9-1-1 calls can be handled. Switching wireless calls into the existing wireline system may cause the system to shut down if a large volume of calls are received all at once.

2. *Do final 9-1-1 plans have to be reopened to address wireless legislation? If so, does a county have to reopen its plan each time a new cellular provider begins doing business within the county?*

Ms. Christina Russell presented a position paper prepared by Mr. Paul Rogers on behalf of MCDA. It is the position of MCDA that final 9-1-1 plans should not have to be reopened. Sheriff Germond and Mr. Hunt believe the final plans should be reopened and updated to address the wireless legislation, but that this should not be tied to a county's eligibility to receive funds.

Ms. Pat Coates advised that Oakland County is in the processing of updating its final 9-1-1 plan, upon the advice of their corporate counsel. They've reopened their plan, set up a subcommittee, worked closely with the community, and have scheduled a public hearing. Their proposed revised plan is as generic as possible. Current companies are listed and language is included to provide for "any subsequent providers doing business in Oakland County." Other counties who have obtained corporate counsel opinions on this matter are asked to provide this information to Lt. Colonel Madden.

It was suggested that an Attorney General's Opinion be requested on this matter. However, after further discussion, it was decided that a formal Opinion would not be requested at this time.

3. *The ETSC is responsible for certifying which counties are eligible to receive wireless funds. How will this be accomplished?*

Lt. Colonel Madden has spoken with Mr. Scott Dzurka from the Michigan Association of Counties regarding obtaining copies of current county 9-1-1 plans. Mr. Dzurka has volunteered to help compile this information. A library of plans will be maintained and used to certify eligible counties.

4. *Will the ETSC establish guidelines for use of PSAP wireless fees?*

The ETSC does not intend to establish guidelines at this time. As with wireline funds, wireless funds may only be used for 9-1-1 purposes. Counties will be required to provide a detailed record of their expenditures to the Legislature and must keep accurate records.

5. *Do "border" issues need to be addressed? (Companies in bordering states that provide cellular service to Michigan customers/appropriate routing of cellular calls.)*

Some dispatch directors report this to be a problem, with calls from bordering states being improperly routed to their centers. The dispatcher must then spend valuable time searching for the appropriate agency to refer the emergency call. This is an issue of face control, and MSP and the CMRS providers have been working together to correct problems as they are identified. F/Lt.

Shirley Razmus, MSP Communications Division, invited any PSAP director experiencing this problem to contact her.

F/Lt. Dan Bateman, Director of the Metro Dispatch Center, and F/Lieutenant Razmus developed protocols for handling misrouted calls between Michigan and Canada. An agency on each side of the border has been identified to take responsibility for calls incorrectly routed to the other side.

EMS personnel in the upper peninsula have reported problems transmitting critical information from their EMS vehicles to the hospital. In certain parts of some counties, paramedics are unable to get an uninterrupted connection for the period of time it takes to transmit the information.

6. *What do PSAPs need from the ETSC?*

Money.

7. *What do CMRS providers need from the ETSC?*

Direction.

There are reports that some CLECs (competitive local exchange carriers) are not collecting 911 monies. The Michigan Public Service Commission is aware of the potential problem and will be taking steps to see if this can be resolved. Additional information on this will be provided at the next ETSC Meeting.

PUBLIC COMMENT

None.

NEXT MEETING

January 19, 2000, beginning at 10 a.m. in Classroom C-1 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 2:50 p.m.